DOT (DIGITAL OFFICE TECHNOLOGY)™ COMMMANAGER

INSTALLATION AND USER GUIDE

IT'S HOW WE CONNECT

WELCOME TO DOTCOMMMANAGER

DOT CommManager enables the use of your DOT phones even when not at the office. If you travel regularly for work or sometimes like to work from home this tool enables the freedom to support you to do that, helping you to communicate and work more effectively. You can easily find team members or colleagues details and choose how you want to communicate with them or make phone calls from your business phones even when not at the premises.

This guide describes the features of the DOT CommManager client and explains how to use them in an effective way.

NEED MORE SUPPORT?

If you have questions beyond this guide, we want to help.

To learn more about your DOT tools and features, visit the DOT Online Support page at http://www.telstra.com.au/small-business/bundles/dot/support/

CONVENTIONS USED IN THIS GUIDE

The following typographical conventions are used in this guide for simplicity and readability:

Web addresses, e-mail addresses and hyperlinks are shown in ***bold italics***, for example ***www.telstraenterprise.com.au***.

Button names and titles/features on your computer screen are shown in *italics.*

User input is shown in `typewriter` font.

DOT CommManager, User Guide, Version 1.0

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DOT COMMMANAGER USERGUIDE

The DOT CommManager enables effective office communication in real time, helping you to communicate and work more effectively. You can easily find team members or colleagues details and choose how you want to communicate with them.

Why use the DOT CommManager?

- Convenience: Directories and other communication tools are centralised and simple to use. Making changes to your business phone settings is easy and can be done remotely; if you need to work away from the Office location you can change your business phone settings to receive calls as long as you are connected to the internet.
- Accessibility: CommManager is always available for you to use and signing in is simple
- To easily configure a remote answer point (Remote Office feature)
- To easily forward calls to another number (Call forward feature)
- To turn off your calling name and number for outbound calls to external contacts or other sites (Hide number feature)
- Can define up to ten phone numbers you would like to ring for an incoming call in addition to your primary business phone. (Simultaneous Ring feature)

The *PC* and Mac version of the DOT CommManager can be downloaded from Telstra's DOT Support website: http://www.telstra.com.au/small-business/bundles/dot/support/

OVERVIEW OF THE DOT COMMMANAGER CLIENT

Figures 1 and 2 displays the Main window of the DOT CommManager for both PC and Mac.

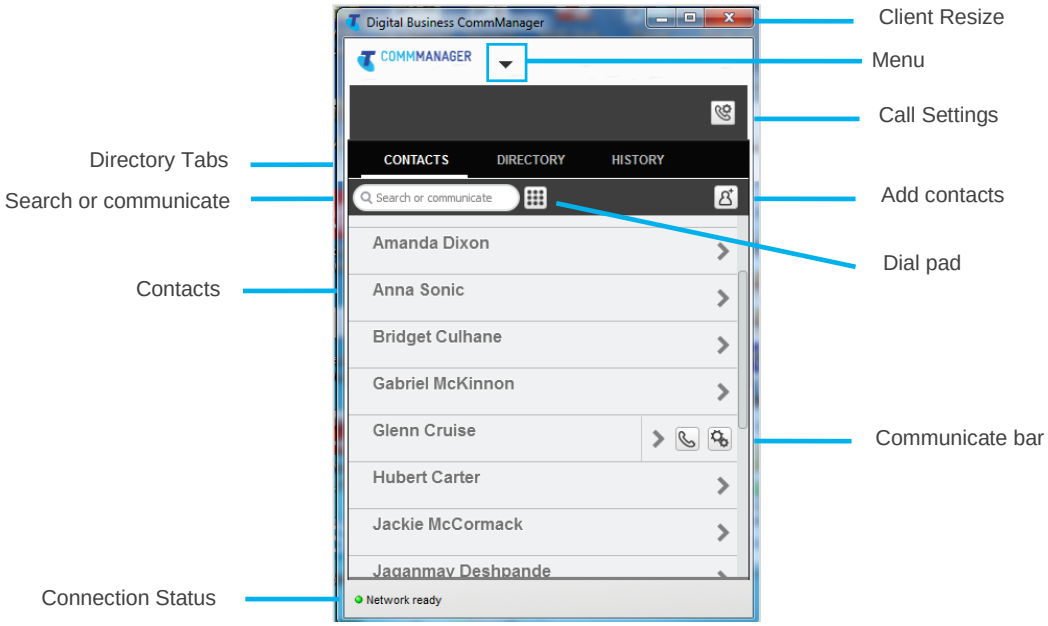


Figure 1: DOT CommManager Main window - PC version

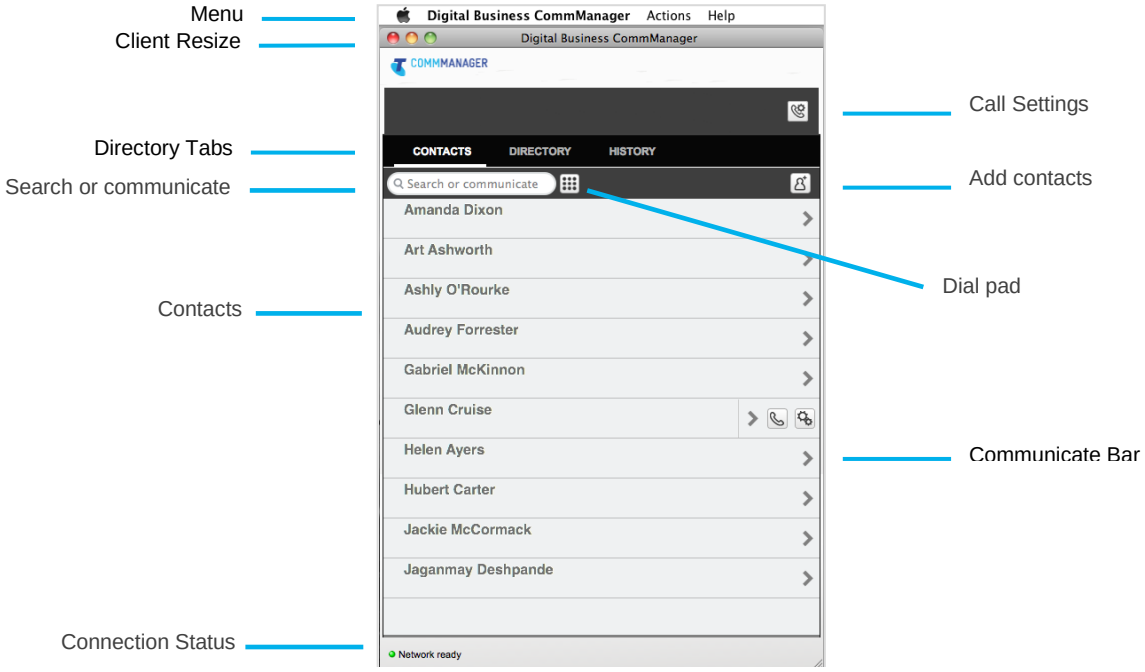


Figure 2: DOT CommManager Main window - Mac version

Table 1 is a listing of the icons used in the DOT CommManager. It provides a brief description of the icon and refers the user to the relevant sections in the manual for further detail on the feature.

ICON	DESCRIPTION	REFERENCE SECTION
	Call Settings – modify the features used to manage incoming and outgoing calls. Settings include; Remote Office, Call Forward, Hide Number and Simultaneous Ring	Chapter 2 – Call Settings
	Dialler - displays the dialpad used to initiate calls	Chapter 4 – Call Handling
	Add Contact – opens the Add Contact form	Chapter 3 – Directories
	Expand –expands an area to view more options	Chapter 3 – Directories Chapter 4 – Call Handling
	Call from phone – initiate a call from your Contacts screen, Directory screen and from Dialler	Chapter 4 – Call Handling
	Actions menu – available within the Call History screen and displays options for a user to either initiate a call for the selected entry or add the selected entry to your list of Contacts	Chapter 3 – Directories Chapter 4 – Call Handling
	Options – this icon is found near a contact. Clicking this icon opens a menu from which an action for the contact can be chosen. Ie. Contact information and Remove contact.	Chapter 3 – Directories Chapter 4 – Call Handling
	Dialled Calls – lists the last 20 outgoing calls dialled	Chapter 3 – Directories
	Missed Calls – lists the last 20 incoming calls that were unanswered	Chapter 3 – Directories
	Received Calls – lists the last 20 incoming calls that were answered	Chapter 3 – Directories
	Check Voicemail – indicates at least one message has been deposited to your MessageBank®	Chapter 4 – Check Voicemail Notification

Table 1: DOT CommManager icons and descriptions

DOWNLOAD AND INSTALLATION

The *PC* and Mac version of the DOT CommManager can be downloaded from Telstra's DOT Support website: ***http://www.telstra.com.au/small-business/bundles/dot/support/***

1. Click to download the PC or MAC versions of CommManager
2. Choose the option 'Open' to initiate the install
3. Follow the On-screen instructions to complete the installation.

> It is recommended that you do NOT install multiple instances of the DOT CommManager client on a single PC or Mac. Although technically feasible, it is not supported by Telstra.

MINIMUM SYSTEM REQUIREMENTS

OPERATING SYSTEMS SUPPORTED

- Mac OS 10.5 Leopard, Mac OS 10.6 Snow Leopard, Mac OS 10.7 Lion and Mac OS 10.8 Mountain Lion
- Windows XP, Windows Vista, Windows 7 and Windows 8

HARDWARE REQUIREMENTS

The minimum hardware specification recommended is:

- 512 MB RAM, however 1 GB is preferred
- 1 GHz CPU, however 1.5 GHz is recommended
- ~100MB of hard disk space

FIREWALL SETTINGS

If prompted, please select "Allow access" for the application: "Communicator"

HELP

The Help link (Sign-in screen) and the Help option (Main menu) will direct you to Telstra's DOT CommManager Userguide. For more help, refer to Telstra's DOT Support web site: ***http://www.telstra.com.au/small-business/bundles/dot/support/***

PC

1. Press *F1*, Or Click *Menu* icon
2. Select *Help*

MAC

1. On the Menu bar (at the top of the screen), click *Help*
2. Select *Help*

ABOUT

Displays the version number and copyright details of the client installed on the PC or MAC. To view these details:

PC

1. Click *Menu*
2. Select *About*

MAC

1. On the Menu bar (at the top of the screen), click *DOT CommManager*
2. Select *About DOT CommManager*

CHAPTER 1
SIGN IN AND SIGN OUT

The “Sign in” window will be displayed when the DOT CommManager starts up. Once a password has been entered, options to “remember the password” and “sign-in automatically” will become available.

Before signing into the DOT CommManager, please ensure you have your “Commpilot” Username and Password for your business phone ready as they are the same. Note: Your Username and password will be for a User account and not an administrator account.

If do not know your username or password for your business phone, please contact your Administrator, account holder or call Telstra Ph 13 2000 and state ‘DOT’.

1.1. SIGN IN

To sign in please use the following steps:

1. If signing in for the first time, enter your *username*. However, on subsequent logins you may need to select your Username from a drop down list. The username format is ***03xxxxxxxx@digitalbusiness***
2. Enter your *Password*

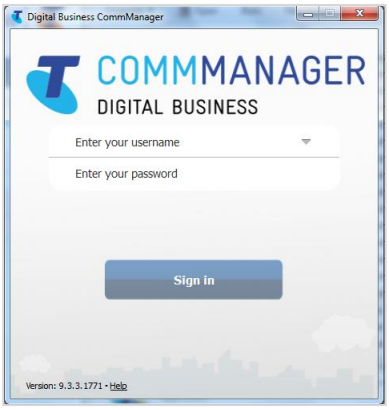


Figure 3: DOT CommManager Sign in

3. When a new version of the client is available, a prompt will appear to upgrade at this stage. For more details on the upgrade process refer to section 6.3 Upgrading to a new version
4. For CommManager to remember your password, check the checkbox to enable this option.
5. This option can be changed within the Preferences menu after sign in. For more details refer to section Chapter 5 Settings/Preferences and Security/Confirmations
6. When the option to *Remember password* has been selected, the option to *Sign in automatically* will be displayed. Check the checkbox to enable this option.
7. This option can also be changed within the Preference menu after sign in. For more details refer to section Chapter 5 Settings/Preferences and Security/Confirmations
8. Click *Sign in*

Remember: Your username and password for CommManager is the same as for Commpilot and located within the configuration summary provided with your service.

If you have not logged into Commpilot before, recommend you do so as you will be prompted to reset your password. Once a new password has been set, use your existing username and new password to sign into CommManager.

If you are still unable to login to Commpilot or CommManager, contact your administrator, account holder or call Telstra Ph 13 2000

1.2. SIGN OUT - PC CLIENT

A user has the option of selecting Sign Out, Close or Exit.

To Sign Out:

1. Click the *drop down arrow* to view the *Menu* selector

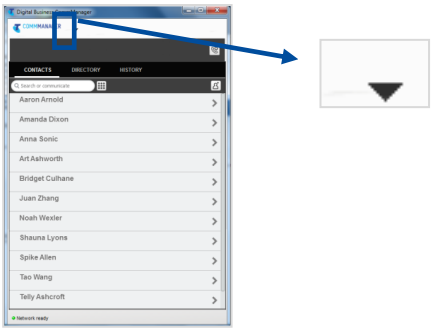


Figure 4: Menu on a PC

2. From the Menu select *Sign Out*

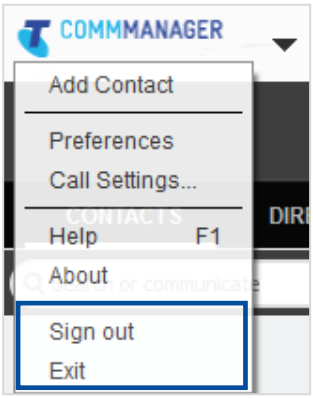


Figure 5: Menu – Select Sign out or Exit

To Close:

1. Click the (X-Button) in the top right corner of the client and the client will be minimised to the system tray
2. To re-open the client, right click your mouse on the **Telstra** icon in the system tray and choose the option “Open Application”.

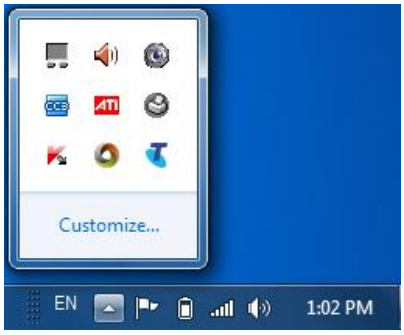


Figure 6: System Tray

To Exit:

Selecting Exit from the Menu selector will also close the DOT CommManager client.

1. Click the *drop down arrow* to view the *Menu* selector
2. Select *Exit*.
   The sign in window is displayed. If alternate login information is not entered, the Sign in window will disappear from the screen after a short delay.

1.3. SIGN OUT – MAC CLIENT

A User has the option of selecting Sign Out, Close or Quit.

To Sign Out:

1. On the Menu bar click *Actions*
2. Select *Sign out*

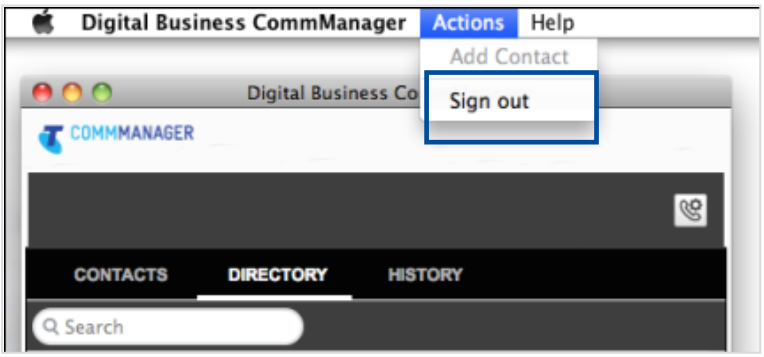


Figure 7: Actions - Sign out

To Close:

1. Click the (X-Button) in the right corner of the client. The client will be minimised in the system tray,

   OR
2. Click and hold the left mouse button on the “T” icon in the dock.
3. Right click the mouse button on the *DOT CommManager icon*
4. Click *Quit DOT CommManager;* This allows you to receive calls and messages without having the window open on the desktop.
5. To restore the client, click on the icon.

Figure 8: Dock with icon selected

To Quit:

1. Click and hold the DOT CommManager icon on the dock
2. Select *Quit*

Calls and messages will not be received via the client.

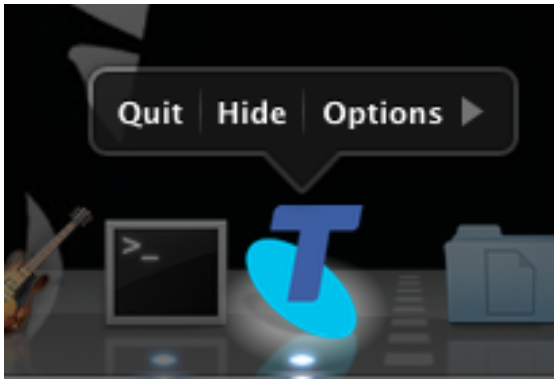


Figure 9: Click and Hold - Quit

CHAPTER 2
CALL SETTINGS

The Call Settings button located on the Main window is where you can manage Incoming and Outgoing Calls.

The features currently available are: Remote Office, Forward Calls, Hide Number and Simultaneous Ring.

To access call settings, click the Call Settings button. Call settings can also be accessed via the Menu.

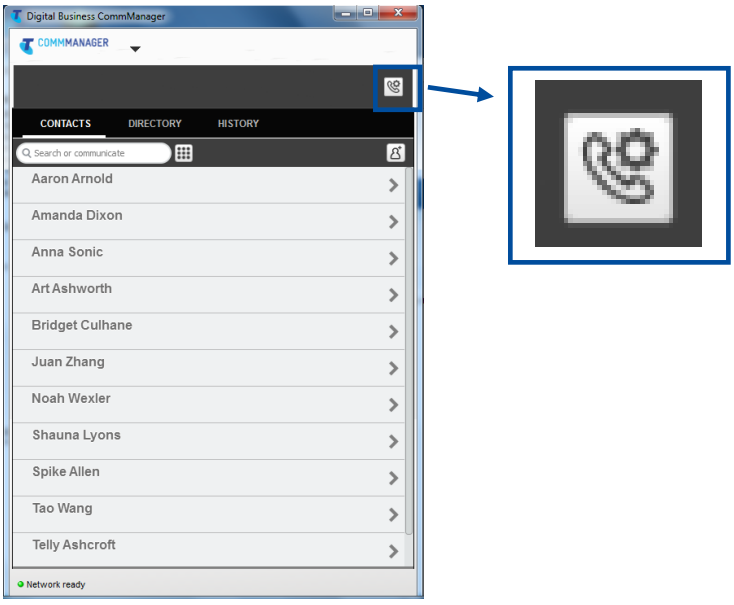


Figure 4: Call Settings

2.1. REMOTE OFFICE

Remote Office allows you (a User) to assign any other landline or mobile phone number as your business phone number and have outgoing calls billed to your business number. Incoming calls to your business are redirected to ring on the Remote Office phone number.

A User who works away from the office (or from home) will benefit from this feature. When a call is initiated from CommManager with Remote Office enabled, your business phone number will be displayed to the caller and not your Remote Office number.

Note: When a call is not initiated using Comm Manager the call will be not be charged back to your DOT service.

Use Case 1:

Ben works from home two days a week and has a landline at his home office. On the days Ben works from home, he signs into the DOT CommManager and enables the Remote Office feature to his home landline phone number. All the calls he makes using the DOT CommManager will display as his business phone number with the call cost charged to his business phone. When someone calls his business phone, the calls are received on his home landline phone number. When he is finished work for the day, Ben disables the Remote Office feature.

Use Case 2:

Molly will be travelling interstate to follow up with clients. Molly always gives her clients her business phone number. While Molly is interstate, she enables the Remote Office so all calls to her business phone number will be received on her mobile. When Molly initiates a call from the DOT CommManager, her business phone number will be displayed to the caller. Molly likes to use the Remote Office feature since she only has to give her clients her business phone number and still not miss a call when away from the office.

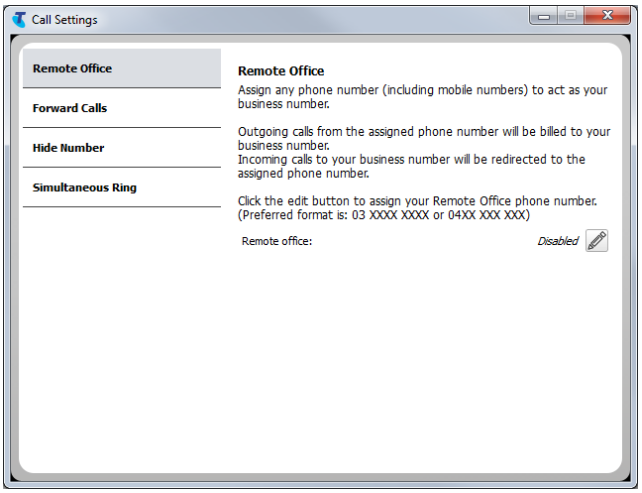

Call Settings
Remote Office
Forward Calls
Hide Number
Simultaneous Ring
Remote Office
Assign any phone number (including mobile numbers) to act as your business number.
Outgoing calls from the assigned phone number will be billed to your business number.
Incoming calls to your business number will be redirected to the assigned phone number.
Click the edit button to assign your Remote Office phone number.
(Preferred format is: 03 XXXX XXXX or 04XX XXX XXX)
Remote office:
Disabled

Figure 5: Call Settings – Remote Office

To enable Remote Office:

1. Click *Call Settings*
2. Select *Remote Office*
3. Click the *Edit* icon

4. Check *Enable service* and enter the Remote Office number in the phone number field. The preferred format for this number is 03xxxxxxxx (for a landline) and 04xxxxxxxxx (for a mobile). International phone number format is also supported (ie +<country code><phonenumber)
5. Click *Save*

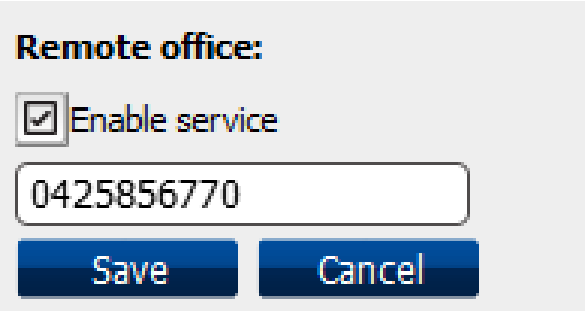
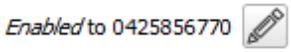


Figure 6: Call Settings – Remote Office – Edit - Enable

6. The screen will display the changes
7. Click *X* to close the window

To disable Remote Office:

1. Click *Call Settings*
2. Select *Remote Office* 

3. Click the *Edit* icon
4. Uncheck *Enable service*

> When a Remote Office phone number has been assigned, it will be remembered the next time the Remote Office is enabled; This number can be deleted or changed at any time.

5. Click *Save*

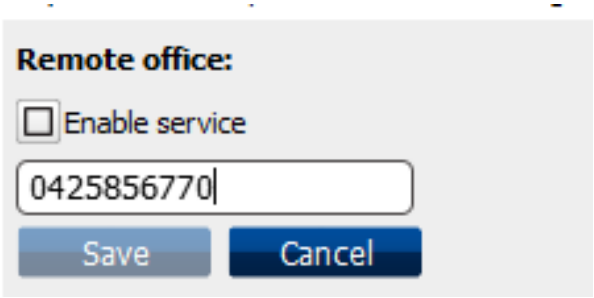


Figure 7: Call Settings – Remote Office – Edit – Disable

6. Click *X* to close the window

The Remote Office number can be changed at anytime. To change the number:

1. Click *Call Settings*
2. Select *Remote Office*
3. Click the *Edit* icon

4. Change the number in the phone number field. The preferred phone number format is: 03xxxxxxxx or 04xxxxxxxx.
5. Click *Save*
6. Click *X* to close the window

> Note 1: For an incoming call, if the Simultaneous Ring and Remote Office features are enabled concurrently, each of the assigned Simultaneous Ring phone numbers will ring at the same time as the Remote Office location.
>
> Note 2: For an incoming call, recommend you disable the Call forward Always feature to ensure your Remote Office location rings. If the Always forward feature is enabled, the assigned number for Always forward will ring and not the Remote Office location.

To make a call when Remote Office is enabled:

1. Use the DOT CommManager to make the call

> Refer to Chapter 4: Call Handling for details on how to make a call using the DOT CommManager

2. The assigned Remote Office phone will ring
3. Answer the Remote Office phone
4. The call will be connected to the destination number
5. When you have completed the call, hang up the phone to disconnect the call

2.2. FORWARD CALLS

The Forward Calls feature automatically forwards incoming calls (from your business phone) to an alternate phone number that is configured. The preferred phone number format is: 03xxxxxxxx or 04xxxxxxxx. International phone number format is also supported (ie +<country code><phonenumber)

Use Case 1:

Gloria will be on leave for two weeks. Gloria's manager, Brian has agreed that he take her calls while she is away. On her last day of work, Gloria signs in to DOT CommManager and enables the *Always Forward* feature and assigns Brian's number in the phone number field. All of Gloria's calls are automatically forwarded to Brian. When Gloria returns from her leave she disables the *Always Forward* feature, so she can again receive calls on her business phone.

Use Case 2:

Jess and Aaron work together on the same project. The calls they receive could be answered and followed up by either of them. To help improve their response times and share the work load, Jess has enabled the *Forward when Busy* feature and assigns Aaron's phone number. Aaron has also enabled the *Forward when Busy* feature and assigns Jess's phone number. If Jess was already on a call and a second incoming call was received (and Call Waiting was not enabled), the call would be forwarded to Aaron's phone number to assist with caller enquiry.

> Note: Call Waiting is a feature that can easily be managed using a Feature Access Code (FAC). To enable Call Waiting dial *43#; To disable Call Waiting dial #43#.

Use Case 3:

William is often not at his desk and misses a lot of calls that come through to his business phone. To ensure William can be contacted while away from his business phone, he enables *Forward when unanswered* to his mobile phone number. This way, if William is at his desk he is able to answer the call on his business phone. If he is not at his desk and there is a call to his business phone it will be forwarded to his mobile phone number.

Use Case 4:

Glen's business is in an area where there are frequent disturbances to the electricity network. To prevent his business being unable to continue when these disturbances occur Glen has enabled *Forward when unreachable* and entered the number as his mobile phone into the relevant field. If there are any outages, all of his business calls will automatically be forwarded to his mobile phone.

FORWARDING TYPE	DESCRIPTION
Always forward	Every call will be forwarded to the number assigned. NOTE: Always Forward over rides all other call forward settings. If Always Forward is enabled, all your incoming calls will **always** be forwarded.
Forward when busy	Calls will be forwarded only when the phone being called is busy. If call Waiting is active this feature will not work correctly
Forward when unanswered	Calls will be forwarded after a defined number of rings. We have pre-configured your service to forward calls after 3 rings if the call is not answered. In other words, if you don't answer your call after ~18 seconds it will be forwarded to the assigned number. Messagebank can stop this functionality from working. The number of rings can only be changed via the DOT Commpilot web portal. Please refer to the support web site http://www.telstra.com.au/small-business/bundles/dot/support/ for information on how to change the number of rings before a call is forwarded in CommPilot
Forward when unreachable	Calls will be forwarded when your DOT phone is not accessible or inactive due to power loss to the site, no network connectivity or no internet access is available

Table 2: Call Settings – Call Forwarding Description

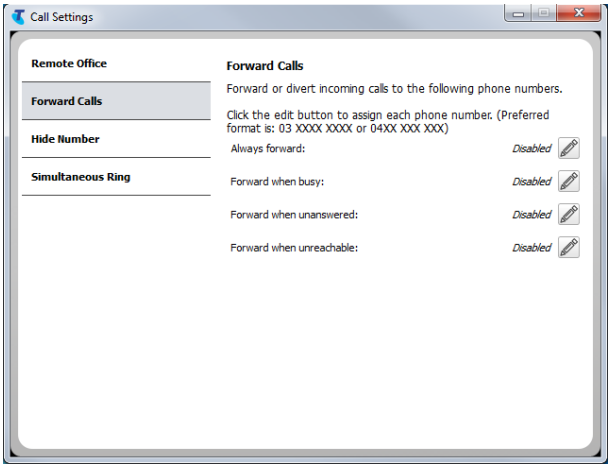


Figure 8: Call Settings – Forward Calls

The Forward Call option is disabled by default.

To enable a Call Forwarding option:

1. Click *Call Settings*
2. Select *Forward Calls*
3. Identify which type of forwarding to be enabled and click *Edit* for your selection

Refer to *Table 2: Call Settings – Call Forwarding Description* for forwarding types and descriptions.

4. Check *Enable*
5. Enter a phone number for incoming calls to be forwarded. The preferred phone number format is: 03 xxxx xxxx or 04xx xxx xxx. International phone number format is also supported (ie +<country code><phonenumber>)

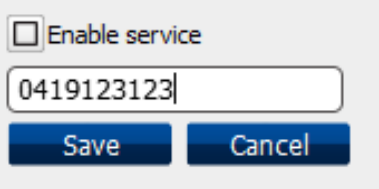


Figure 9: Call Settings – Enable Call Forwarding service

6. Click *Save*
7. Click *X* to close the window

To disable any of the Forward Calls options:

1. Click *Call Settings*
2. Select *Forward Calls*
3. Identify which type of forwarding you need to disable and click *Edit* for your selection
4. Uncheck *Enable*

You can leave the Call forwarding number previously entered in the field for when you next enable Call forwarding, otherwise delete the number from the field so another number can be entered next time you enable the Call forwarding feature.

5. Click *Save*
6. The selected forwarding will now display as disabled

7. Click *X* to close the window

2.3. HIDE NUMBER

By default, your number is displayed to the called party. When the Hide Number feature is enabled, your number is hidden from the display of the called party.

Calls to colleagues at your business site will still see your number displayed.

To enable to hide your number:

1. Click *Call Settings*
2. Select *Hide Number*
3. Check *Enable to hide number*

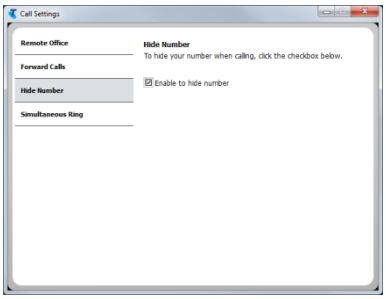


Figure 10: Call Settings – Hide number

4. Click *X* to close the window

To disable Hide Number:

1. Click *Call Settings*
2. Select *Hide Number*
3. Uncheck *Enable to hide number*
4. Click *X* to close the window

2.4. SIMULTANEOUS RING

The Simultaneous Ring feature allows up to 10 phone numbers to be defined. All numbers defined will ring at the same time as your primary business phone number. This feature ensures incoming calls are not missed and can be answered from other phones. The preferred phone number format is: 03 xxxx xxxx or 04xx xxx xxx. International phone number format is also supported (ie +<country code><phonenumber>)

> The MessageBank® of the phones assigned within the Simultaneous Ring feature can answer a call. If this occurs, your Voicemail will be located on the phone that answers the call and not your business phone

Use Case 1:

Anthony is not always at his desk to answer calls on his business phone. Anthony prefers all calls to be answered promptly and not forwarded to MessageBank® . Anthony enables the *Simultaneous Ring* feature and assigns his mobile phone as one of the other numbers to allow Anthony to answer an incoming call on either phone.

Use Case 2:

Sarah's sales team requires all calls to be answered promptly. Sarah enables the *Simultaneous Ring* feature and assigns all ten phone numbers from her team. This allows a call to be answered by another team member when Sarah is unavailable or already on a call.

To enable the Simultaneous Ring feature

1. Click *Call Settings*
2. Select *Simultaneous Ring*
3. Check the *Enabled* checkbox
4. If required, check the option *Do not ring my Simultaneous Ring Numbers if I am already on a call*

> Note: This will only work for calls answered on the primary phone.

5. If required, check the "Answer confirmation required" checkbox to ensure that a call will be connected to a live party. If the Answer Confirmation check box is selected, the answering party will be prompted to enter a confirmation digit before getting connected to the calling party. All other phones will ring until the confirmation digit has been entered. When a confirmation digit has been entered, the call is connected and the other number destinations stop ringing.
6. Enter the Phone number. The preferred format for this number is 03 xxxx xxxx and 04xx xxx xxx.
7. DO NOT FORGET to scroll down the page and press OK to save your settings.
8. Click *X* to close the window

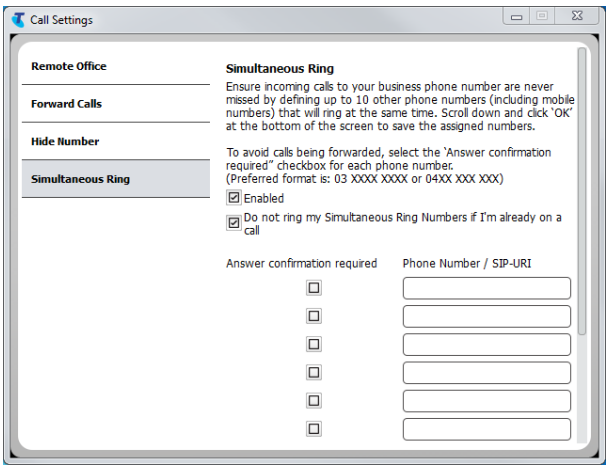

Call Settings
Remote Office
Forward Calls
Hide Number
Simultaneous Ring
Simultaneous Ring
Ensure incoming calls to your business phone number are never missed by defining up to 10 other phone numbers (including mobile numbers) that will ring at the same time. Scroll down and click 'OK' at the bottom of the screen to save the assigned numbers.
To avoid calls being forwarded, select the 'Answer confirmation required" checkbox for each phone number.
(Preferred format is: 03 XXXX XXXX or 04XX XXX XXX)
Enabled
Do not ring my Simultaneous Ring Numbers if I'm already on a call
Answer confirmation required
Phone Number / SIP-URI

Figure 11: Call Settings – Simultaneous Ring

> The Forward Always feature when enabled will take precedence over the Simultaneous Ring feature. Forward when busy, Forward when unanswered and Forward when unreachable will allow Simultaneous Ring feature to operate.

CHAPTER 3
DIRECTORIES

The DOT CommManager has three Calling lists:

Contacts – contains a list of your personal contacts. You are able to add, edit and delete contacts in this list

Directory – this is an internal contacts list, all of your digital office technology phone numbers will be present in this list, including any from different addresses. These contacts can be added to your Contacts list. You cannot add, edit or delete from this directory

History – contains a list of your last 20 Missed, Received and Dialled calls

To view a list, click on the required tab to view the contacts in that directory. The selected tab will have a raised white line under it to indicate the selection.

In the example below, Figure 18 - History has been selected.

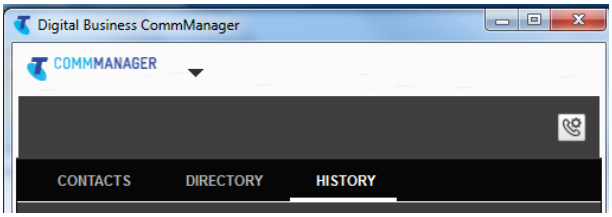


Figure 12: Directory Tabs

3.1. SEARCHING DIRECTORIES

Use **Search in Directories** and **Search and Communicate in Contacts** to quickly find contacts

Figure 13: Directory Search

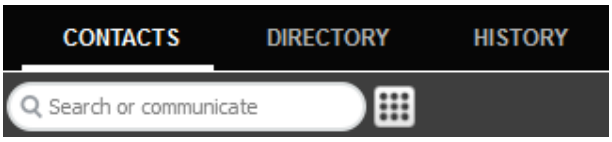


Figure 14: Contacts Search

The search function is incremental; as each letter is entered the displayed contacts will narrow to match the search criteria.

3.2. CALL HISTORY

Call History lists Dialled, Received and Missed calls. The time and date of each call is shown on the right.

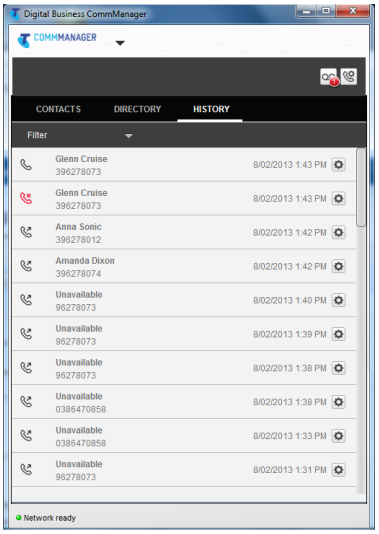


Figure 15: History

By default all calls will be displayed. Use the Filter drop down arrow button to select which calls you would like to view. The check boxes will display and can be selected or deselected. The Filter settings you select will **remain** even if you Sign out and Sign back in. Please remember to check the Filter settings before inspecting the Call History.

Please note that the Call History does not display the leading “0” of a phone number. The Contacts or Directory will display a phone number as “03 8666 1111”. The Call History will only display this number as “3 8666 1111”. This is normal behaviour of the application. This is not always the case, I have seen many example where it does display with a 0 at the start.

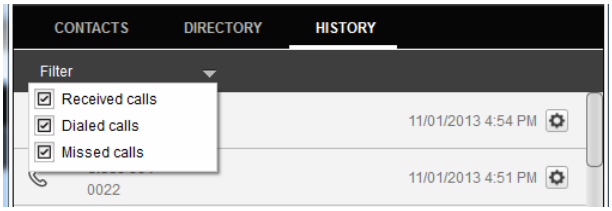


Figure 16: History – Filter

The actions button on the right side of the date and time can be used to dial a Contact. Refer to section 4.2 Make a Call and End a Call for further information. Right click to view a menu and select either *Call from phone* to call the contact or *Add to Contact list* to add the contact to your contacts list if required.

3.3. MANAGING CONTACTS

Contacts can be created as a new entry or can be obtained from the business directory. All contacts are sorted alphabetically by first name.

3.3.1. ADD A NEW CONTACT

To add a new contact.

1. Click *Contacts*
2. Click *Add Contact*
3. Complete the *Add Contact form*. The table below details a full description of each field. None of the fields are mandatory.
4. Click *Add*

NOTE: Contacts can only be added when connected to your DOT service otherwise it will remain be disabled.

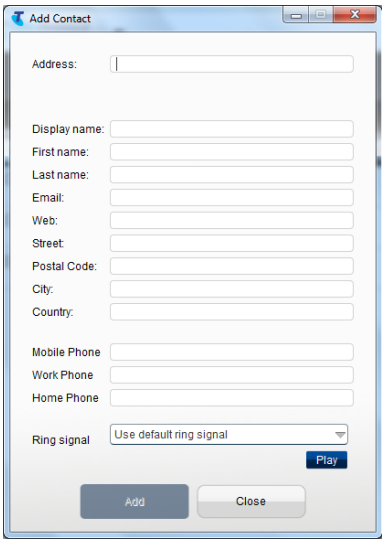


Figure 17: Add Contact

FIELD LABEL	DESCRIPTION
Address	Requires the sip address of the contact. If unknown please leave blank
Display Name	This is the name that will display in the Contacts list
First Name	First Name of contact
Last Name	Last Name of contact
Email	Email address of contact
Web	Website address of contact

Street	Street address of contact
Post Code	Post Code of contact
City	City of contact
Country	Country of contact
Mobile Phone	Mobile phone number of contact
Work Phone	Work phone number of contact
Home Phone	Home phone number of contact
Ring Signal	Select which ring signal you would like when this contact calls

Table 3: Add Contact - Details

3.3.2. ADD A DIRECTORY CONTACT TO CONTACTS

To add a contact from the Directory to your Contacts list:

1. Select *Directory*
2. Search for the contact
3. Click on the contact to expand the *Communicate bar*

Figure 18: Directory - Add Contact from Directory

4. Select *Add Contacts*

Note: To add contacts from your Directory to Contacts you must be connected to your DOT service.

3.3.3. ADD A CONTACT FROM CALL HISTORY

To add a contact from History

1. Select *History*
2. Locate the contact
3. Click on the *Dial Icon* or *right click the contact*
4. Select *Add to add a contact to Contacts*

5. The *Add Contact details* will display, enter in the required information.
   Refer to section 3.3.1
6. Click *Add*

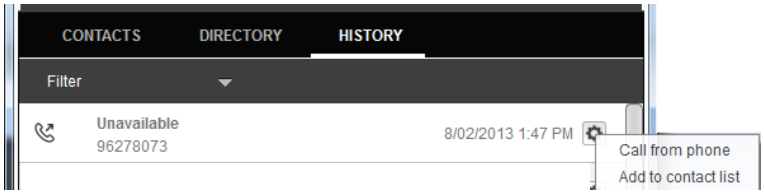


Figure 19: History – Add to Contact list from History

3.3.4. ADD A CONTACT AS YOU SEARCH OR DIAL

1. Select *Directory*
2. In the Search field enter in the contacts name or number
3. Click on the contact and select the *Add to Contacts* Icon
4. Enter the details of the contact to the *Add Contact form*
5. Click *Add*

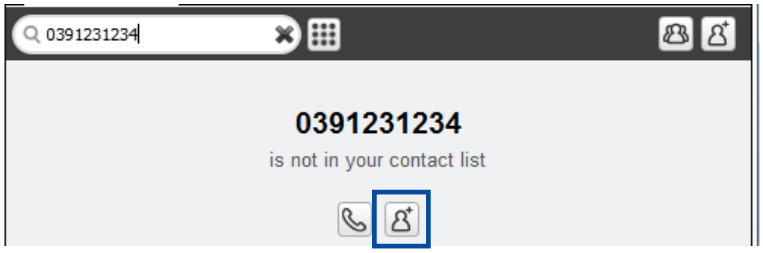


Figure 20: Add Contact from Search

3.3.5. EDIT A CONTACT

To edit the details of Contacts and Directory.

1. Select *Contacts* or *Directory*
2. Search for the contact
3. Click on the contact to expand the *Communicate bar*
4. Click the *Options* icon
5. Select *Contact Information*
6. Make the required changes and click *OK*

3.3.6. DELETE A CONTACT

Contacts can be deleted from the Contacts list. If a contact is deleted that was added from the Directory, they will still be listed in the Directory.

1. Select *Contacts*
2. Search for the contact
3. Click on the contact to expand the *Communicate bar*
4. Click the *Options* icon
5. Select *Remove Contact*

Figure 21: Delete Contact

6. Confirm the deletion by clicking *Yes*

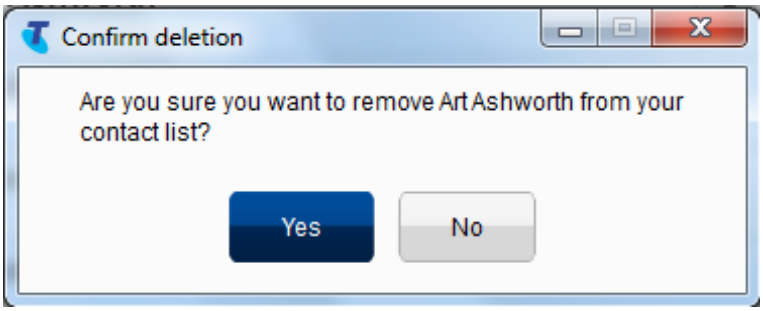


Figure 22: Confirm Deletion

CHAPTER 4
CALL HANDLING

Currently the DOT CommManager offers a limited set of call handling features. Future releases of the client will more than likely add to the number of features already available from the Web portal Commpilot.

4.1. MAKE A CALL AND END A CALL USING CONTACTS OR DIRECTORY

When Making any calls using Comm Manager, please note that when Remote Office is not active all phone calls will be made from the Business phone at the premises. If you are not working from your Office it is necessary to activate Remote Office when making outbound calls.

To make a call:

1. Select *Contact* or *Directory*
2. Select the *contact*
3. Click on the contact to expand the *Communicate bar*
4. Click *Call from phone*

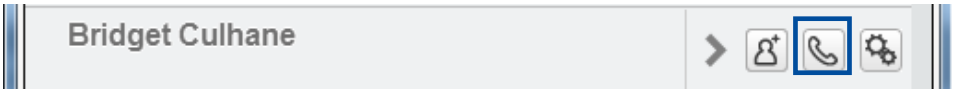


Figure 23: Call from phone

5. Your business phone will ring
6. Answer the call and you will then be connected to your Contact
7. End the call by hanging up the handset on business phone or remote phone

4.2. MAKE A CALL AND END A CALL USING HISTORY

To use the History to make a call:

1. Click *History*
2. Locate the contact
3. Click the *Call* icon
4. Click the select *Call from phone*

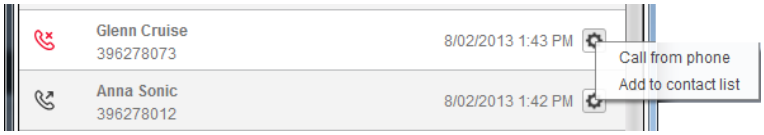


Figure 24: History – Call from phone

4.3. MAKE A CALL TO A NUMBER

To dial any numbers use the following steps:

1. Select the *Contact* Directory
2. Click on the *Open Dialler* icon and
3. Type a number from your keyboard into the field, OR
4. Click on the numbers in the number pad, OR
5. In the *Search or Communicate* field enter in the number.

   Copy the number from the field Search or communicate field and paste the number into the Dialler field.

Figure 25: Dialler

6. Click *Call from Phone*

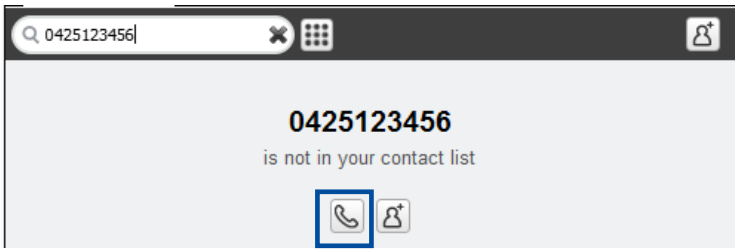


Figure 26: Call from phone

4.4. CHECK VOICEMAIL NOTIFICATION

When a message has been received the DOT CommManager will display an alert icon. This icon is a fully functional display.

Access your messages by selecting the ‘messages’ icon in CommManager

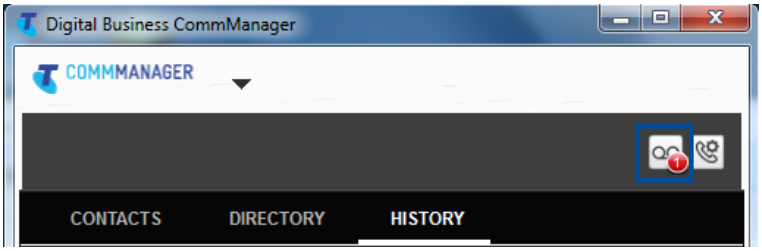


Figure 27: MessageBank® ® Notification

When a new message has been accessed the icon will no longer display.

YOU CAN ALSO ACCESS YOUR MESSAGES BY DIALLING ‘101’ OR BY PRESS THE ‘MESSAGES’ BUTTON ON YOUR HANDSETCHAPTER 5 SETTINGS, PREFERENCES AND SECURITY

5.1. PREFERENCES

Preferences are used to maintain your own User profile. Preferences can be accessed through the main menu of the client.

To access Preferences from your PC:

1. Click *Menu*
2. Click *Preferences*

To access Preferences on Mac:

1. On the Menu bar click the *DOT CommManager*
2. Click *Preferences*

5.1.1. APPEARANCES

The Appearance tab will display first by default. Options for this tab cannot be changed.

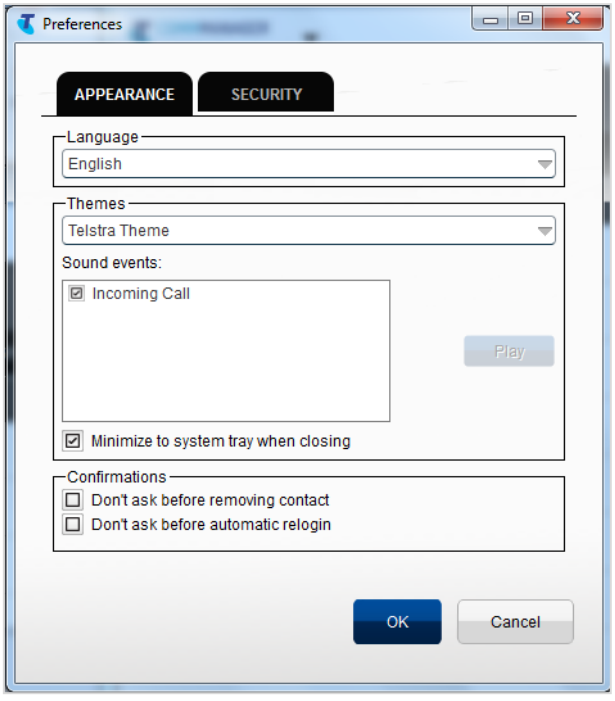


Figure 28: Menu – Preferences - Appearance

LANGUAGE

The DOT CommManager is preset to English.

Figure 29: Menu – Preferences – Appearance – Language

THEMES

The DOT CommManager is preset to the Telstra Theme.

Figure 30: Menu – Preferences – Appearance – Themes

SOUND EVENTS

This feature is currently not supported.

MINIMISE TO SYSTEM TRAY WHEN CLOSING

The System Tray is located on the PC taskbar next to the clock at the bottom right of the screen. It contains miniature icons of programs and system functions that are running on your computer. To view the icons in the system tray click on the up arrow.

Figure 317: PC System Tray

When you close the program by clicking the (X-button) in the top right corner for PC and top left corner for Mac, the program does not exit but is minimised in the system tray. The client will continue to operate in the background.

Unchecking “Minimise to system tray when closing” will allow CommManager to sign out and exit.

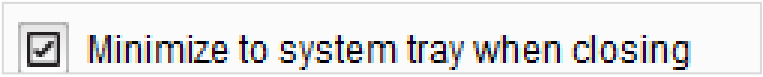


Figure 32: Menu – Preferences – Appearance – Minimise to system tray when closing

CONFIRMATIONS

Confirmations allow pop-up notifications to be presented each time a contact is removed, or before an automatic re-login. Confirmations for these events (shown in fig 39) can be disabled by checking the relevant box

Figure 39: Menu – Preferences – Appearance – Confirmation

5.1.2. SECURITY TAB

PROTOCOLS AND DEVICE MANAGEMENT

Contains the Username of the CommManager account and cannot be altered.

Figure 33: Menu – Preferences – Security

LOG IN

There are two options that can be set to change your Log in preferences

1. *Sign in automatically* means you will be signed in immediately when the client starts.
2. *Run this program when the system starts* will automatically run the client when your computer starts.

Click *OK* to save changes and exit or click *Cancel* to close.

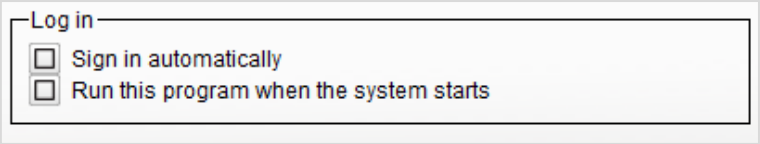


Figure 34: Menu – Preferences – Security – Log in

CHAPTER 6

DEFINITIONS

Definitions of terms used throughout this guide are listed in Table

TERM	DEFINITION
DOT CommManager	The name of the software described in this guide. Also referred to as the client.
Client	The software used and described in this guide. Also referred to as the DOT CommManager.
CommPilot	A web based graphical user interface that allows users to configure and customise DOT phone features.
Remote Office	The Remote Office feature allows you to define any landline or mobile phone number as your business phone. You can make phone calls from this phone number and have them billed to your business. Incoming calls to your business are also redirected to ring the Remote Office phone number.
Forward Calls	The Forward Calls feature automatically forwards incoming calls (from your business phone) to an alternate phone number that is configured
Simultaneous Ring	The Simultaneous Ring feature allows you to define up to 10 phone numbers that will ring at the same time as your primary business phone number. This feature helps to ensure incoming calls are not missed and can be answered from other phones.

Table 4: Definitions of Terms Used